

**Tempe Fire Department Policies and Procedures**  
**Workgroup Meetings**  
**104.10**  
**9-29-03**

**PURPOSE**

To focus on our work, and seek continuous improvement through regular meetings and review.

The City and Department Mission and Values Statements were developed to provide a framework for the scope of our work and performance. In all of the work that our Department does, customer service (both external and internal) should be the primary motivating factor for what we do, and how we do it.

**PROCEDURE**

Workgroup meetings are to be held on a monthly basis. Review of work performed and planning of work to be done is essential for smooth and efficient operations.

Supervisors are responsible for conducting workgroup meetings and the posting of the minutes of those meetings on Outlook.

Meetings could include discussion of:

- Significant incidents for the last month with lessons learned, calls that went well and why, near misses, and actions that could be improved
- Discussion of national articles of incidents and issues concerning other Department's operations and how we can learn from them and apply that knowledge to our operations
- Customer service that was performed or missed in light of future opportunities
- Fire prevention opportunities, challenges/inspection priorities.
- Upcoming goals concerning operations, training, or opportunities to do the right thing
- Support, training, and nurturing of new people, or new positions
- Apparatus, station issues and inspections
- Policy and Procedure updates and changes
- The City Manager's weekly letters

Use the group meetings as a tool to enhance your work and communicate with other members. Regardless of how good your group is, improvement is always possible.

Keep the discussion in a positive light within the framework of our mission. Negative items can be discussed in a positive manner.

Remember this is to help your group and the Department as a whole. Your minutes will be on record for all to see.